

S.S. Dempo College of Commerce and Economics, Cujira, Goa

COURSE & DEPARTMENT WISE Stake Holders Feedback Report (2020-21)

Sr. No.	Programme Name (UG)	Department	Feedback Obtained	Action Taken
	BCom(Hons)		Students' Feedback: 60 percent of students have rated the learning value of the programme as "Good" in terms of skills, concepts, knowledge, analytical abilities or broadening perspectives; 53 percent of students have agreed that the course objectives are clearly defined and understood by them; 47 percent have agreed that evaluation methods are adequate.	The Feedback analysis reports are shared with the faculty and they are requested to bridge the gaps in the respective areas.
1		Commerce	Teachers' Feedback: 1] Teachers expressed the need to be familiarized with new-aids of online teaching.	1] The Department of Commerce organised a Two- Day FDP to facilitate Online Teaching and discuss simple e-content delivery platforms. Faculty member, Dr. Vinod Joshua was the resource person for Session 1 on Usage of Google Meet and OBS. Dr. Aruna Mesquita Noronha and Ms. Saylee Kuncolienkar were the resource persons for Session 2 on PPT Content Copyright Issues in view of e-content preparation. The session was attended by faculty members of all Departments. The Department of commerce organised an FDP session on the use of the Zoom platform for online teaching. Mr. Amit Naik, was the resource person for the session. Faculty members across different departments



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	BCom(Hons)	Commerce	<p>Teachers' Feedback:</p> <p>2] Teachers expressed the need to balance the theory with application of concepts in practice.</p>	<p>attended this hands-on training.</p> <p>2] An activity was conducted for T. Y B. Com students in the subject of International Marketing Management by Asst. Prof. Odilia Lopes. Students designed creative and innovative logos. The activity helped students enhance their creative and marketing skills.</p> <p>A guest lecture was conducted for FY BCom students in the subject of General Management on the topic "Role of Information Technology in Business". Mr. Joel Sequeira, who is a Java Developer, was the resource person. He enlightened the students on how innovation through information technology has created radical changes in business.</p> <p>The Department of Commerce organised a webinar titled "A Historical Perspective of Commercial Activities Carried Out in Goa, in the Mid Twentieth Century", for TY BCom students of the college. The speaker for the same was noted Historian, Author and Research Scholar Mrs. Maria de Lourdes Bravo da Costa Rodrigues. The webinar was co-ordinated by Dr. Smitha Bhandare Kamat.</p>

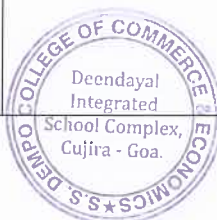


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	BCom(Hons)	Commerce	Teachers' Feedback: 3] Teachers expressed the need for additional reference books as per the new CBCS syllabus. 4] Overall feedback was positive	3] New reference books were ordered through the library.
2		Economics	Overall feedback from the faculty members in the department was positive.	
3		English	1] Overall feedback was positive, however, a need was expressed to bridge the gap between academic syllabi and industry requirements. 2] To facilitate interdisciplinary flexibility.	1] The syllabus of Mass Communication, a paper offered at the (S.Y.B. Com) was revised to meet industry requirements. 2] New books have been added to the library collection.
4		Mathematics & Statistics	Feedback received was positive.	Competitive Examination Books were recommended for students to enhance their knowledge.
5		Law	The feedback received was positive.	1] Several books related to the new syllabus have been added to the library collection. 2] A One-Day State-Level Webinar on "Legal Norms to Protect Literary Works under Copyright Legislation" (online) was conducted on 18 th December, 2020 for the Faculty of Under-Graduate Colleges from within and outside the State.



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6	BCom(Hons)	Information Technology.	Teachers' Feedback: The Feedback received was positive.	Books were introduced in the library as per the curriculum and for additional reading.
7		EVS	The course objectives stated in the curriculum are well defined and clear to the students and teachers. The curriculum is not sufficient to bridge the gap between industry standards /current global scenarios and academics.	No field trips could be conducted due to the prevailing Covid pandemic, however with the help of audio-visuals, a virtual tour of the Salim Ali bird sanctuary, Chorao and the Waste management treatment plant at Saligao was explored during the academic year.
			Feedback Obtained	Action Taken
	Employers		The Feedback received in Previous Year 19-20 was positive	Various activities related to 'Career guidance and Placement' were conducted.



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Sr. No	Programme Name (UG)	Feedback Obtained	Action Taken
1	BBA	Students' feedback: 1] The BBA programme objectives are well defined and documented. 2] Over 96 percent of the students are aware of the programme objectives.	Program objectives were shared with students along with the detailed syllabus on the college website as well as during the orientation programme.
2		100 percent of students agree that the value and learning derived from the BBA programme in terms of skills, concepts, knowledge, analytical abilities or broadening perspectives is very good. The curriculum is the backbone of the BBA programme. It offers a larger perspective of the business world.	Efforts to sustain the practical components in the various courses have been made.
3		All students agreed that the BBA programme is an industry aligned programme as it focuses on building competencies. It builds core business skills along with behavioural skills through its well-balanced syllabus. Students are exposed to the industry at various points in the course of the program through field visits, industry-based projects or summer internships. Regular interactions with industry executives and entrepreneurs as visiting lecturers and guest speakers keep students abreast with the latest and practical developments in the industrial world.	Practical learning through case studies, films, guest interactions and online courses. Webinars with various industry executives on topics such as Talent Management, Entrepreneurship, Marketing etc. were organised for a practical learning experience.



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Sr. No	Programme Name (UG)	Feedback Obtained	Action Taken
4	BBA	<p>Students' feedback:</p> <p>Over 93 percent of students agree that the learning and teaching methods encourage student participation. The BBA programme is a student centric programme whereby students are aligned in teams to work on various projects and assignments. Classes are conducted by the teacher using a variety of methods to encourage participation including open discussions, power-point presentations, case study, role plays etc.</p>	Efforts were made to sustain these activities through the online mode.
5		Over 95 percent BBA students agree that the library is well stocked and has a very conducive environment which motivates students to spend time there. Students may borrow/refer to a variety of books, besides the book-bank facility. The book bank is enhanced each year. A variety of reference books are available to supplement their learning.	Enhancement of book bank
6		Over 90 percent of all students are satisfied with the content of the programme and find it relevant and value adding in terms of the content, delivery and applicability.	



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Sr. No	Programme Name (UG)	Feedback Obtained	Action Taken
	BBA	<p>Teachers' Feedback:</p> <p>All teachers were in agreement that the course objectives and learning outcomes are well defined and understood by them and that these are regularly communicated to the students.</p> <p>All teachers agree that the curriculum is very versatile and that it facilitates practical learning of different functional areas of management. This is facilitated by offering various categories of courses ranging from core courses, perspective building, behavioural courses, business electives and summer internships at the end of each academic year. There is a good measure of interdisciplinary courses as well.</p> <p>All teachers also agreed that the programme facilitates adoption of new teaching methodologies such as case studies, role plays, field visits, presentations, group discussions.</p> <p>They are very satisfied with the resources offered by the library. It offers a huge variety of course books as well reference material and databases. Students benefit from the book bank which is well equipped and upgraded from time to time.</p> <p>The programme facilitates the process of continuous evaluation using a variety of evaluation methods which help assess the performance of students.</p>	<p>Course objectives are displayed along with the detailed syllabus on the college website. All teachers share these at the beginning of every course.</p> <p>Efforts were made to sustain and enhance the level of learning and value addition () the online mode of classes. Various tools of online teaching-learning including Google meet, WhatsApp and Testmoz software were used to enhance teaching and evaluation.</p> <p>Webinars were organised wherein guest speakers from the industry interacted with the BBA students.</p>

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Sr. No	Programme Name (UG)	Feedback Obtained	Action Taken
	BBA	<p>Employer's Feedback:</p> <p>The Feedback received was good related to the following aspects:</p> <ol style="list-style-type: none"> 1. Relevance of the program 2. Practical knowledge of students 3. Ethical and moral values 4. Communication skills 5. IT Skills and general awareness 	Planned activities were conducted under the placement cell. Mock Interviews have been conducted for all students.
		<p>Alumni Feedback:</p> <p>54 percent of Alumni rated "excellent" with respect to the depth of the programme content. With respect to the learning value of the programme in terms of skills, concepts, knowledge, analytical abilities or broadening perspectives, 61 percent of the respondents provided an "excellent" rating. 47 percent of the Alumni respondents strongly agreed that the evaluation methods of the programme were adequate to assess their level of knowledge and accomplishments from the programme. The applicability /relevance of the programme to real life situations was marked "excellent" by 48 percent of respondents.</p>	




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Sr. No	Programme Name (PG)	Feedback Obtained	Action Taken
1	MCom	<p>Students' Feedback:</p> <p>1] Students were happy with the depth of the program. 2] They were happy with the learning value that the course offered and found it applicable to real life situations. 3] Overall they were happy with the program outcome.</p>	<p>1] Industry interactions and webinars were organized to bridge the gap between industry and academia. 2] Students are constantly encouraged to undertake entrepreneurship as a career option.</p>
		<p>Teachers' Feedback:</p> <p>1] Teachers agreed that the curriculum of the program was need-based and facilitated the use of new teaching methods. 2] They believed that the value added courses help the students to get an edge in the industry. 3] Teachers were satisfied with the time frame given to complete the courses and the evaluation methods suggested. 4] Teachers felt that the curriculum does not offer sufficient academic flexibility in terms of inter-disciplinary options.</p>	<p>1] The program offers specialization to the students in the Second year. The two specializations offered are 1. Accounting & Finance 2. Management 2] The students are also encouraged to work on dissertations.</p>
		<p>Alumni Feedback:</p> <p>1] The alumni agreed that the courses in the programme stimulated their interest and thought on the subject area. 2] They found that the course content was applicable to real life situations.</p>	<p>Alumni were satisfied with the overall outcome of the program.</p>



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2	IMCom	Students' Feedback: Students are able to accomplish the objectives of enrolling in the program.	As on March 2022, 46 out of 103 students have qualified for various levels of professional exams in CA/CS/CMA. 6 students are pursuing articleship with reputed firms like Deloitte, Bhat & Kulkarni Chartered Accountants.
1			
2		Programme workload is manageable, stimulates interest and encourages student participation.	Professional faculty bring in their expertise and versatility to stimulate student interest and enhance learning.
3		Library resources required to be increased	As the batches progress, a number of copies in reference materials are constantly added. Additional copies are added annually.
4		Positive outlook towards the program in terms of depth, program learning value and relevance.	Regular interaction with students to understand their needs and requirements and incorporate changes accordingly. Based on these interactions faculty and resource persons are engaged, additional training sessions are arranged in various areas like Business laws, Mathematics & Statistics and Jurisprudence.



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Sr. No	Programme Name (PG)	Feedback Obtained	Action Taken
21	IMCom	<p>Teachers' Feedback:</p> <p>All members of the faculty are of the opinion that Curriculum is based on needs of stakeholders and has a good balance of theory and application.</p>	<p>Syllabus of the program is aligned with professional courses, considering industry requirements.</p> <p>Students undergo 12 weeks of internship during the program which results in students gaining practical exposure to supplement classroom learning.</p>
2		<p>IMCom program content enables students to bridge the gap between industry academics through provision of inter-disciplinary courses and value added courses.</p>	<p>The course curriculum is one of the most comprehensive and most advanced, specifically designed for advanced learners.</p> <p>The core courses in the program are a blend of various disciplines. Apart from this, in the Final Year students can choose from optional papers in different upskilling areas like Analytics, International Business and IPR.</p> <p>Certificate course in MS Excel & Tally have been introduced to make students job ready.</p> <p>Students are encouraged to take up skill-based programs offered by IBM CSR Box.</p>
		<p>Sufficient reference books available and different teaching methods can be adopted.</p>	<p>Reading Material added regularly.</p> <p>Use of internet to impart latest information in addition to reference books.</p>

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2	IMCom		Practical teaching through the use of software like R Programming, SPSS and MS Excel.
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3	MTTM	<p>Students' Feedback:</p> <p>Some of the questions followed the Likert scale responses, the mean score for 'objectives were clearly defined' was 4, 'course objectives were easy to understand' at 3.7, 'the students found the course to be useful in real life situations' at 4.7, 'workload was manageable' at 3.7, Value for skills -4, 'Concepts' 4.41, 'Analytical ability' 3.85.</p> <p>It was observed that students wanted their accomplishments to be recognized, this was the only response rated lower on the Likert scale.</p> <p>The online questionnaire was modified to elicit a dichotomous response.</p> <p>87 percent felt the programme enabled them to solve real life problems, encouraged student participation and library facilities were adequate; 91 percent felt learning resources were relevant and stimulated their thought process, 95 percent felt that the programme stimulated interest in subject area, evaluation methods were adequate, and were satisfied with programme delivery. 83% felt that their accomplishments were duly recognised.</p>	<p>There has been a significant improvement in the curriculum feedback from the last academic year. Some of the major changes made were to stagger the ISA time tables so that adequate time was provided to students to concentrate on their subjects.</p> <p>A group discussion was undertaken during the mentoring sessions, to identify methods that can motivate students and celebrate their accomplishments.</p> <p>Based on the past feedback on field trips, an overnight field trip to Dandeli was organised as part of Adventure Sports Tourism subject, which was designed by the students for experiential, immersive learning.</p>




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3	MTTM	<p>Teachers' Feedback:</p> <p>As per teachers' feedback there is still a gap between academia and industry.</p>	<p>Due to the pandemic the internship opportunities were curtailed. This was overcome in the next academic year where students were given the opportunity to work with the industry.</p>
		<p>Employers Feedback:</p> <p>The level of employability is rated as excellent while innovative thinking, ability to develop skills, practical application, ethics and domain knowledge of graduates have been rated at very good and excellent.</p>	<p>The open ended suggestion of offering to earn while you learn is well taken. The other suggestion of offering field based exposure is implemented in collaboration with the Institutes Innovation Council.</p>
		<p>Alumni Feedback:</p> <p>Alumni of the Programme felt that the content and library resources provided were up to date.</p>	<p>The students have a choice of subjects; New titles are added every year as per their (CBCS) subject selection. To give the student ample reading material.</p>

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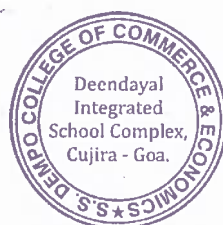

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4	PGDM-EM (Event - Management)	Teachers' Feedback: Teachers are of the opinion that the Curriculum is based on the needs of the Event industry and has a good balance of theory and application.	Students undergo 2-months internship in Event Management companies during the program which results in students getting familiar with the system and procedures, required to understand the operations of the industry.
		Employers' Feedback: 1] General awareness of graduates of this program was found to be excellent. 2] Communication, IT, Accounting Skills and domain knowledge were found to be very good. 3] Ethics and moral values and the ability to apply theoretical knowledge to practical situations found to be good. 4] The Curriculum was found to enhance employability. 5] The Curriculum was also found to be effective in developing critical thinking and skills. 6] Relevance of the Curriculum to industry needs was rated as average.	According to inputs obtained from owners of Event Management companies with regard to new developments, the syllabus needs to be upgraded to suit industry requirements. These inputs to be incorporated in the syllabus at the time of revision.


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